



July 1, 2019

*Via Electronic Filing*

Marlene H. Dortch, Esq.  
Secretary  
Federal Communications Commission  
445 Twelfth Street, SW  
Washington, DC 20554

**Re: Consumer Complaint Log Summaries (June 1, 2018 to May 31, 2019)**  
***Telecommunications Relay Services and Speech-to-Speech Services for Individuals***  
***with Hearing and Speech Disabilities, CG Docket No. 03-123***

Dear Ms. Dortch:

Pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, MezmCorp (dba InnoCaption) respectfully submits the Complaint Log Summary covering the 12-month period from June 1, 2018 through May 31, 2019. The Complaint Log summary is compiled from reported complaints which directly or indirectly alleged violations of the federal TRS mandatory minimum standards.

Please do not hesitate to contact me with any questions you may have.

Respectfully Submitted,

/s/ Cristina O. Duarte  
Cristina O. Duarte  
Director of Regulatory Affairs  
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Date Complaint Filed	Nature of the Complaint	Date of Resolution	Explanation of Resolution
<b>06/28/2018</b>	Part of the captions were missing.	06/28/2018	User was sent an apology and customer service requested a CA number from the call. The user provided the CA number and an internal investigation was conducted regarding the call and connection which likely was the cause of the missing captions.
<b>07/23/2018</b>	User thought CA was taking a break or disconnecting due to pause in captions.	07/23/2018	The user was informed that InnoCaption's CAs are not able to disconnect a call unless it is for misuse. Accordingly, the user was instructed to reset their Wi-Fi and place their call on the LTE network. The cause of the pause in captioning was due to a connection issue.
<b>08/22/2018</b>	User reported potential "CA sabotage" of phone calls because at times the captions would not come through.	08/22/2018	An apology was sent to the user along with (1) an explanation of the star rating system of CAs, to allow InnoCaption quality control of the calls; and (2) an investigation into the server was conducted. The issue was being caused as a result of data buffering from the user's unstable Wi-Fi router. The user was provided with instructions to fix the issue.

<b>10/17/2018</b>	User contacted support regarding CA not typing everything that was being said.	10/17/2018	Support provided an apology to the user and asked for the user to identify the CA number. The information was provided to InnoCaption's CA Manager to investigate.
<b>11/05/2018</b>	Captions disconnecting and the star rating system appearing mid call. The user thought the CAs were disconnecting the call.	11/09/2018	The engineering team investigated the issue and determined the rating system appeared because the call had been disconnected. The disconnects were caused by an unstable Wi-Fi router. The user was instructed to keep calls on LTE network to avoid the issue.
<b>02/20/2019</b>	The captions stopped appearing mid-call.	02/20/2019	An apology was sent to the user and troubleshooting was done to determine the issue with the captions was caused by a connection issue on the user's end. Instructions were provided to help ensure this is unlikely to occur in the future.
<b>05/06/2019</b>	The caption quality was lacking during the call (non-verbatim).	05/06/2019	Support provided an apology to the user and asked for the user to identify the CA number. The information was provided to InnoCaption's CA Manager to investigate.